

Claims

1. A computer based method for authoring  
case bases related to a work machine, the case bases  
5 being comprised of diagnostic information and  
processes related to the work machine, including the  
steps of:

as a function of input from an author,  
authoring a case base;

10 providing an external source containing  
service information related to the work machine; and,  
as a function of input from the author,  
providing a link within the case base to related  
information contained in the external source.

15 2. A computer based method, as set forth  
in claim 1, including the step of authoring at least  
one system functional test, as a function of input  
from the author.

20 3. A computer based method, as set forth  
in claim 1, including the step of authoring at least  
one diagnostic procedure, as a function of input from  
the author.

25 4. A computer based method, as set forth  
in claim 1, including the step of delivering the case  
base electronically for publication.

30 5. A computer based method, as set forth  
in claim 4, including the step of publishing the case  
base in at least one of the following forms: paper,

computer readable media, and on-line.

6. A computer based method, as set forth  
in claim 1, including the step of delivering the case  
5 base to a diagnostic delivery system.

7. A computer based method, as set forth  
in claim 6, including the step of receiving feedback  
from the diagnostic delivery system and wherein the  
10 feedback is incorporated into future case bases.

8. A computer based method, as set forth  
in claim 1, including the step of delivering the case  
base to a service advisor.  
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9. A computer based method, as set forth  
in claim 8, including the step of receiving feedback  
from the service advisor and wherein the feedback is  
incorporated into future case bases.  
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10. A computer based method for authoring  
case bases related to a work machine, the case bases  
being comprised of diagnostic information and  
processes related to the work machine, including the  
25 steps of:

as a function of input from an author,  
authoring a case base;

providing an external source containing  
service information related to the work machine;

30 as a function of input from the author,  
providing a link within the case base to related  
information contained in the external source; and,

providing a graphical user interface for operation by the author.

11. A computer based method, as set forth  
5 in claim 10, including the step of providing a main utility menu.

12. A computer based method, as set forth  
in claim 10, including the step of providing an  
10 attachment utility screen for operation by the author to create the link.

13. A computer based method, as set forth  
in claim 12, including the step of providing a tabbed  
15 window pane having a plurality of tabs, wherein selection of one of the tabs results in a respective one of a plurality of panels being displayed in the tabbed window pane.

14. A computer based method, as set forth  
20 in claim 13, wherein each of the plurality of tabs corresponds to one of a plurality of attachment types.

15. A computer based method, as set forth  
25 in claim 14, including the step of providing an insert button and an additional information text box on the attachment utility screen.

16. A computer based method, as set forth  
30 in claim 15, including the step of inserting the link into the case base in response to actuation of the insert button by the author.

17. A computer based method, as set forth in claim 16, including the step of displaying the link in the additional information text box.

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18. A computer based method for authoring case bases related to a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

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as a function of input from an author, authoring a case base;

authoring at least one of a system functional test and a diagnostic procedure, as a function of input from the author.

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providing an external source containing service information related to the work machine;

as a function of input from the author, providing a link within the case base to related information contained in the external source;

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delivering the case base electronically for publication;

delivering the case base to one of a diagnostic delivery system and a service advisor;

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and,

receiving feedback from the one of a diagnostic delivery system and a service advisor and wherein the feedback is incorporated into future case bases.

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19. A computer based system for authoring case bases related to a work machine, comprising:

an external source containing service  
information related to the work machine; and a  
diagnostic reasoning authoring tool for authoring a  
case base, the diagnostic reasoning authoring tool  
5 containing an attachment utility for providing a link,  
based on input from an author, to related information  
in the external source.

20. A computer based system, as set forth  
10 in claim 19, wherein the diagnostic reasoning  
authoring tool includes a diagnostic authoring tool  
for authoring at least one system functional test, as  
a function of input from the author.

21. A computer based system, as set forth  
15 in claim 19, wherein the diagnostic reasoning  
authoring tool includes a diagnostic authoring tool  
for authoring at least one diagnostic procedure, as a  
function of input from the author.

22. A computer based system, as set forth  
20 in claim 19, wherein the diagnostic reasoning  
authoring tool includes means for delivering the case  
base electronically for publication.

23. A computer based system, as set forth  
25 in claim 19, the diagnostic reasoning authoring tool  
being adapted to publish the case base in at least one  
of the following forms: paper, computer readable  
30 media, and on-line.

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an external source containing service information related to the work machine;

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a graphical user interface for operation by the author.

29. A computer based system, as set forth  
5 in claim 28, including an attachment utility screen  
for operation by the author to create the link.

30. A computer based system, as set forth  
10 in claim 29, including a tabbed window pane having a  
plurality of tabs, wherein selection of one of the  
tabs results in a respective one of a plurality of  
panels being displayed in the tabbed window pane.

31. A computer based system, as set forth  
15 in claim 30, wherein each of the plurality of tabs  
corresponds to one of a plurality of attachment types.

32. A computer based system, as set forth  
20 in claim 31, including an insert button and an  
additional information text box on the attachment  
utility screen, wherein the link into the case base in  
response to actuation of the insert button by the  
author and is displayed in the additional information  
text box.

33. A computer based system for authoring case bases related to a work machine, comprising:

an external source containing service information related to the work machine;

5 a diagnostic reasoning authoring tool for authoring a case base, the diagnostic reasoning authoring tool containing an attachment utility for providing a link, based on input from an author, to related information in the external source, the  
10 diagnostic reasoning authoring tool also includes a diagnostic authoring tool for authoring at least one system functional test, as a function of input from the author, wherein the diagnostic reasoning authoring tool further includes a diagnostic authoring tool for  
15 authoring at least one diagnostic procedure, as a function of input from the author;

means for delivering the case base electronically for publication; and,

means for delivering the case base to one of  
20 a diagnostic delivery system and a service advisor and for receiving feedback from the one of the diagnostic delivery system and the service advisor and incorporating the feedback into future case bases, as a function of input from the author.

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34. A computer program product for authoring case bases related to a work machine, the case bases being comprised of a process for diagnosing and performing operations relative to the work  
30 machine, the computer program product comprising a computer usable storage medium having computer readable program code means embodied in the medium,



computer readable program code means for authoring a case base, as a function of input from an author;

computer readable program code means for providing a link within the case base to related information contained in the external source, as a function of input from the author.

36. A computer program product, as set forth in claim 34, including computer readable program code for authoring at least one diagnostic procedure, as a function of input from the author.

38. A computer program product, as set forth in claim 37, including computer readable program code for publishing the case base in at least one of the following forms: paper, computer readable media, and on-line.

40. A computer program product, as set forth in claim 34, including computer readable program code for receiving feedback from the diagnostic delivery system and wherein the feedback is  
10 incorporated into future case bases.

42. A computer program product, as set forth in claim 34, including computer readable program code for receiving feedback from the service advisor and wherein the feedback is incorporated into future case bases.